

Please amend the application as follows:

In the Claims

Please amend Claims 1 and 12. Amendments to the claims are indicated in the attached "Marked Up Version of Amendments" (pages i - ii).

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Q1
1. (Thrice Amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising:
- a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;
  - a list of task indications coupled to said window, each task having an associated task indication;
  - a graphical overlay coupled to said window and positioned over said window to display, for each task indication, a sequence of instructions directing attention to respective selectable graphical areas; and
  - a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas, wherein after being used to select a task, the selector enables the end user to interact with at least one selectable graphical area associated with the selected task in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area;
  - the graphical overlay displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.

12. (Thrice Amended) In a computer, a method for providing software technical support and training to an end user, the method comprising:
- providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;
  - displaying a list of task indications coupled to the window, each task having an associated task indication;
  - forming a graphical overlay coupled to said window and positioned over said window;
  - for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area;
  - providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;
  - receiving a task selection;
  - enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and
  - in the graphical overlay, displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.

Please add new Claims 23-34.

23. (New) In a computer, an apparatus for providing software technical support and training to an end user, the apparatus comprising:
- means for providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

means for displaying a list of task indications coupled to the window, each task having an associated task indication;

means for forming a graphical overlay coupled to said window and positioned over said window;

for each task indication, means for displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area;

means for providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;

means for receiving a task selection;

means for enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and

in the graphical overlay, means for displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.

24. (New) A computer-readable medium having stored thereon sequences of instructions, the sequences of instructions, when executed by a digital processor, causing the processor to perform:

providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

displaying a list of task indications coupled to the window, each task having an associated task indication;

forming a graphical overlay coupled to said window and positioned over said window;

for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area;

providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;

receiving a task selection;

enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and

in the graphical overlay, displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.

25. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform displaying a list of task indications includes a sequence of instructions causing the processor to perform dynamically changing the list of task indications as a function of the selectable graphical areas being displayed in said graphical user interface window.
26. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform displaying a list of task indications includes a sequence of instructions causing the processor to perform presenting the list of task indications external from said graphical user interface window.
27. The computer-readable medium according to Claim 24 wherein the the sequence of instructions causing the processor to perform displaying a list of task indications includes a sequence of instructions to perform modifying the list of task indications as a function

of a mode setting, wherein the mode setting includes at least one of the following settings: beginner, intermediate, or advanced mode setting.

28. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform displaying a list of task indications includes a sequence of instructions causing the processor to perform modifying the list of task indications as a function of a user privilege.
29. The computer-readable medium according to Claim 28 wherein the sequences of instructions further includes a sequence of instructions causing the processor to perform communicating with a data communications network.
30. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform displaying a list of task indications includes:
- a sequence of instructions causing the processor to perform replacing the list with a plurality of task step indications, wherein each step is coupled to a respective sequence instruction associated with the selected task displayed to the end user; and
  - a sequence of instructions causing the processor to perform highlighting each task step indication in sequence with a respective instruction being displayed.
31. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform forming a graphical overlay includes a sequence of instructions causing the processor to perform configuring the overlays allowing the selectable graphical areas in the graphical user interface window to be displayed without obstruction.
32. The computer-readable medium according to Claim 24 wherein the sequence of instructions causing the processor to perform displaying a sequence of instructions associated with the selected task to the end user includes a sequence of instructions causing the processor to perform displaying an information box, including at least one of